



Montgomery County Department of Permitting Services
255 Rockville Pike
Rockville, MD 20850
240-777-6259 Fax: 240-777-6262
dps@montgomerycountymd.gov



COMPLAINT FORM

Building ___ Zoning ___ Sediment Control ___ Right-of-Way ___ Well & Septic ___

Date Complaint Received: _____ Time Complaint Received _____

How Complaint is Received: Phone ___ Fax ___ Email ___ Director's office ___

Address of Complaint: _____ Suite _____

City _____ Zip: _____

Complainant Information: (Person making the complaint)

Wishes to Remain Anonymous Yes ___ No ___

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Day Phone: _____ Evening Phone: _____

Email Address: _____

Complainant Comments:

Staff Person Taking Complaint _____ Date: _____

Service Request # _____ Inspector _____

GENERAL STANDARDS FOR ALL COMPLAINTS

PERMIT TECHNICIAN
STANDARD OPERATING PROCEDURE
PHONE: 240-777-6259
VOICEMAIL ACCESS CODE: 1131

ALL COMPLAINTS WILL BE WRITTEN ON THE NEW COMPLAINT FORM (SEE ATTACHED)
PRIOR TO INPUTTING THE DATA INTO HANSEN AS A SERVICE REQUEST

PRELIMINARY

- Upon receiving a complaint from the 6259 phone line, Permit Technician (PT) listens carefully to caller to obtain all pertinent information. PT should clarify names and addresses about the complaint and the complainant and be sure to distinguish between the two. For additional clarification and accuracy, PT should repeat back to the caller, the information just received and make adjustments as necessary.
- When taking calls from the 6259 voicemail, follow the above format. However, PT should contact the caller within 24 hours of receipt of the call to verify the information and to clarify anything that may have been misunderstood.
- After PT receives a complaint from the 6259 phone line and voicemail and completes the Complaint Form, PT searches for previous complaints (if any) associated with the complaint address before entering the new complaint, and link any old/closed cases to the new complaint.

ENTERING COMPLAINT IN HANSEN

- Enter the complaint in Hansen through the Customer Service Request (See Data Entry Instructions). Be sure to attach a copy of any permit (if applicable) and tax screen information to the complaint.
- For each complaint, print history of property and vehicle tag number when appropriate for the inspectors/investigators to review. In Hansen, go to File/Resource/Property Browser. Print owner information and the permits associated with the property. Add any additional information on the Complaint Form.
- You can do this by going to the property browser and typing the address of complaints and loading it. Once this is done, print the history which shows the permit number, customer complaint and owner. (sample of what is needed are attached)

Enter complaint through "Customer Service Request". Under the INFO tab to determine the "PROBLEM" in service request, do look-up and make appropriate selection. Put in the call date, whom it was taken by and click on schedule to load the inspector for that area. Click on the LOCATION tab and enter the address or location if no exact address is given. Click on CALLS and under PRIMARY CALLER enter the complainants information that was provided then click on CALLER COMMENTS to enter the complaint. Once finished click load to get the SERVICE NUMBER.

For each complaint address, print the property tax search (http://sdatcert3.resiusa.org/rp_rewrite/index.asp) copy attached. This information will tell the inspector who owns the property. Procedures to access property tax search as follows:

- Double Click on Internet Explorer on deck top.
- Type in web address provided above.
- Select the county in which to search [**MONTGOMERY COUNTY**]
- Select [**STREET ADDRESS**] in the search method
- Enter street number and street name
- Click [**SEARCH**]
- Print a copy of the search results
- [**CLICK**] on the (View Map) on the top right side
- Print a copy of the vicinity map

Put the completed work in the mailboxes.

ORDER OF PAPERWORK **TOP TO BOTTOM**

1. Complaint form
2. Caller log detail
3. Property browser screen print out
4. Property tax search page
5. Property tax map

ROUTING OF COMPLAINTS

BUILDING CONSTRUCTION—GIL DYER

B	Building	
B10	No building Permit	
B11	Residential Building Violation	Structural
B12	Commercial Building Violation	Structural
B 13	Swimming Pools	
B14	Fence/Retaining Walls	Retaining Walls Only
B17	Other Building Violation	
B19	ADA	Structural
BE	Building and Electrical	
BE10	No Building/Electrical Permit	
BE11	Building/Electrical Violation	
E	Electrical	
E10	Residential Electrical Violation	
E11	Commercial Electrical Violation	
E12	Other Electrical Violation	

ZONING – PETE HRYCAK

B11	Residential Building Violation Development Standards -- Lot Coverage
B12	Commercial Building Violation Development Standards – Height
B14	Fences

- B15 Setbacks
- B16 Historic Preservation
- Z23 – Development Standards – Residential. This is for multiple complaints on a residential property, like height and setbacks or lot coverage and setbacks.
- Z24 – Development Standards – Commercial. This is for the same issues but on commercial properties.
- Z25 – Fences. All fence complaints now go to Pete
- Z26 – Setbacks. This is when someone says a house is being built too close to the property line or over the property line, residential or commercial
- Z27 – Historic Preservation. All Historic Preservation complaints will go to Pete
- Z28 – Building Height. Complaints about a building too high go to Pete only.
- Z29 – Lot Coverage. When someone calls about a house taking up too much room on the property.

Special Exception complaints go to Stanley Garber and Barbara Piczak.

ZONING

All complaint forms are filled out and put into the inspectors mailboxes. Using the map to determine which inspector will handle the complaint based on the address.

Inspectors are: Jim Martin, Frank DeLange, Mark Moran and Jay Calloway

SEDIMENT CONTROL

All complaint forms are filled out and put into the inspectors mailboxes. The address should be checked for a sediment control permit and if it is new construction or an addition over 500 sq/ft a complaint can be filed for investigation. The inspectors are called to act on the complaint once assigned. Inspectors are selected by the address on the complaint.

***NOTE: A sediment control permit is needed to file a complaint. Flooding, draining of a pool and drainage issues are to be referred to Housing at 240-777-3600.**

Inspectors are: Mark Beall, Daniel Edwards, Geary Holley, Brian Gregg, Hayward Johnson, Brian Kim, Jeff Mann, Bill Martin, Ron Milberg, Stephen Pullum, Eric Salo, Rick Watson and Tom Woodhouse

R-O-W

All complaint forms are filled out and put into the inspectors mailboxes. The inspectors are selected by the address of the complaint. Inspectors are: Robert Bucklin, John Burdette, Roy Carter, Christopher Cary, Adam Curtin, Charles Lawson, John Loevy, Richard Long, Upton Reed, Christopher Smith and Ralph Wolfe

WELL AND SEPTIC

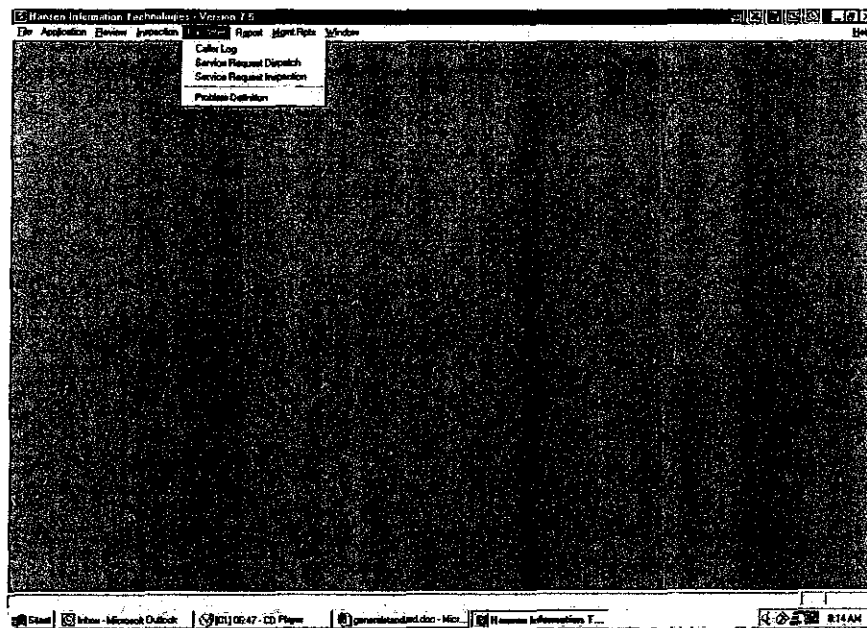
All complaint forms are filled out and put into Jay Beatty's mailbox. Call Jay Beatty with the complaint information and he will assign the complaint to the proper inspector.

DATA ENTRY CALLER LOG COMPLAINTS STANDARD OPERATING PROCEDURES

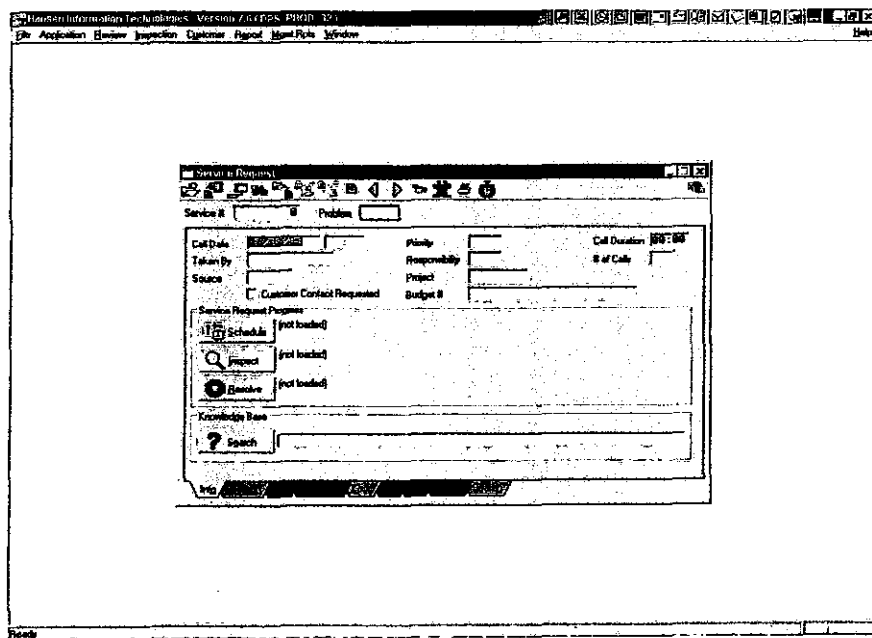
HANSEN

Log-In

Click on [Customer]

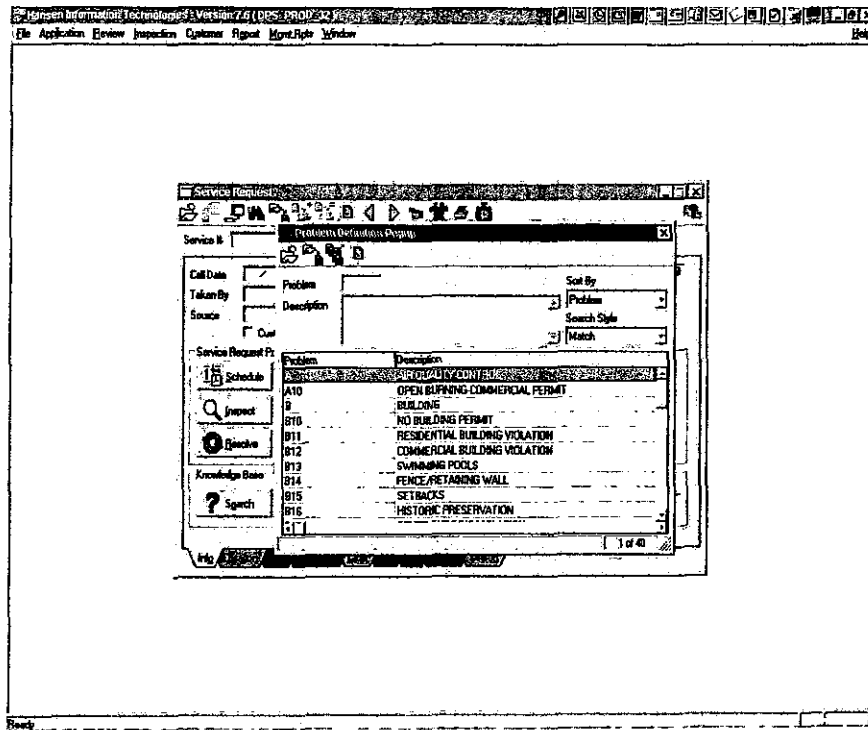


Click on [Service Request Dispatch]



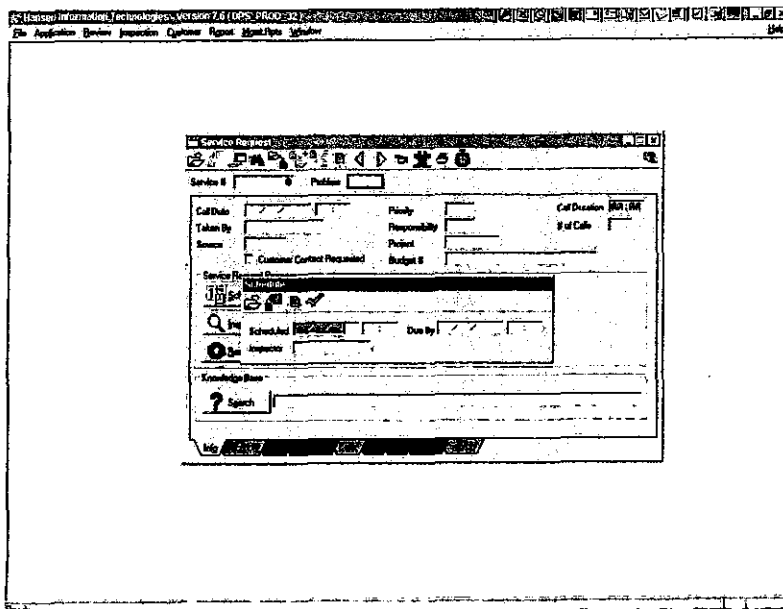
Tab should be set to [Info]

In the **PROBLEM** field [Left-Right-Click] to bring up PROBLEM DEFINITION POPUP



Double Click on specific problem to assign code

Enter Call Date and time, Taken By and check Customer Contact Requested for inspector to call complainant. Click on Schedule to assign an inspector along with the date and time assigned.



Next you click on the Location tab to enter the address provided.

NOTE: if a specific address is not available use the (Location Cell) to describe the area.

The screenshot shows the 'Service Request' application window. The 'Location' tab is selected. The form contains the following fields:

- Service #**: []
- Problem**: []
- Location**: []
- Address**: []
- Intersection**: []
- Block**: []
- Complete Di**: []
- City, State, ZIP**: []
- Area**: []
- Sub-area**: []
- District**: []
- Map #**: []
- Parcel**: []
- Template Type**: []
- A/P #**: []

The status bar at the bottom indicates 'Ready'.

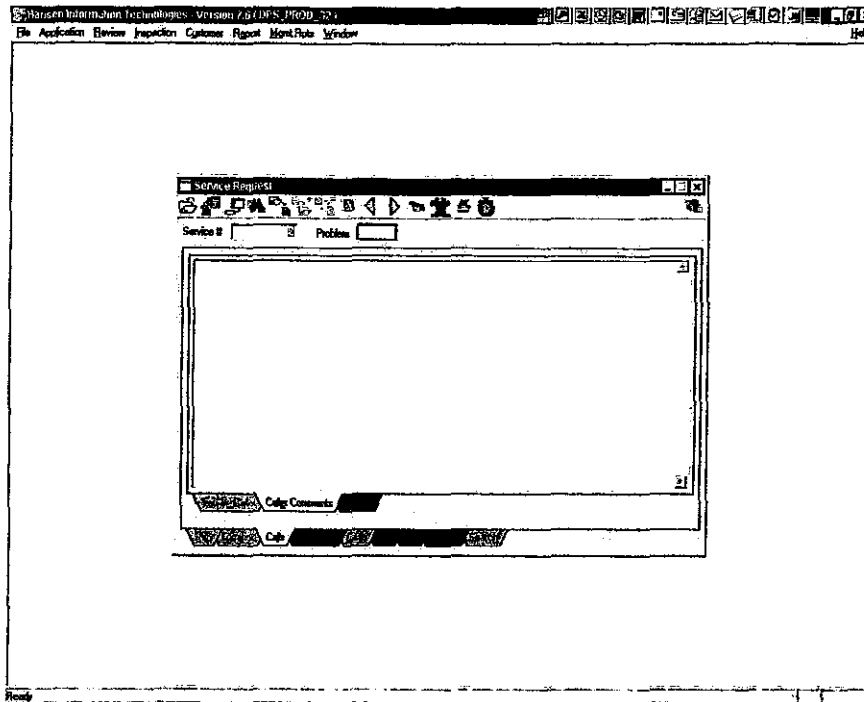
Click on the CALLS tab and enter the Complainant's information or Type in Anonymous if none provided under Primary Caller tab.

The screenshot shows the 'Service Request' application window. The 'CALLS' tab is selected. The form contains the following fields:

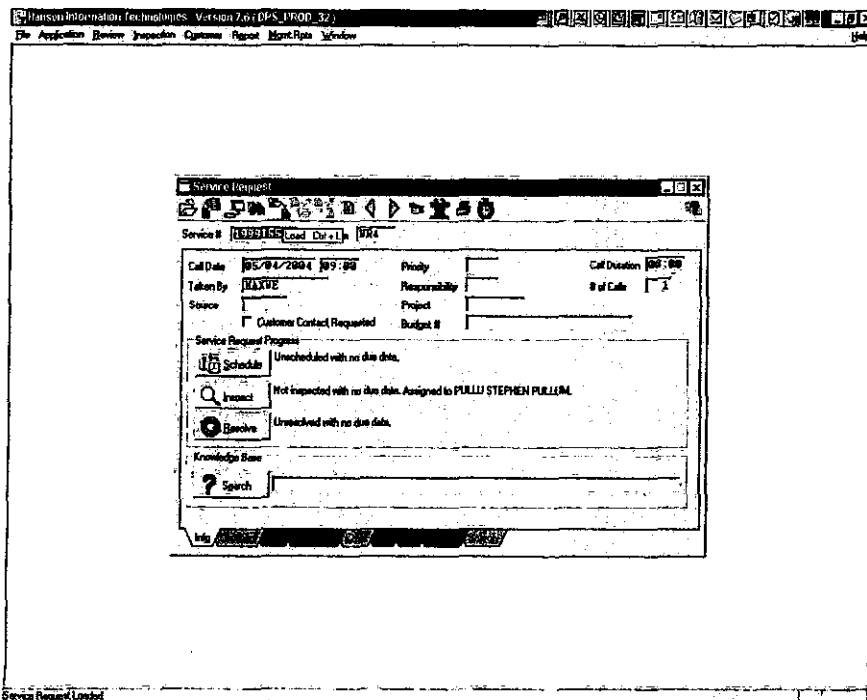
- Service #**: []
- Problem**: []
- Name**: []
- First, MI**: []
- Title**: []
- Address**: []
- City**: []
- State/Province**: []
- ZIP/PC**: []
- Country**: []
- Ref #**: []
- E-Mail**: []
- Day**: []
- Evening**: []
- Foreign**: []
- Call Date**: []
- Taken By**: []
- Primary Caller**: []

The status bar at the bottom indicates 'Ready'.

Click on the Caller Comments tab to enter the complainant's request to investigate



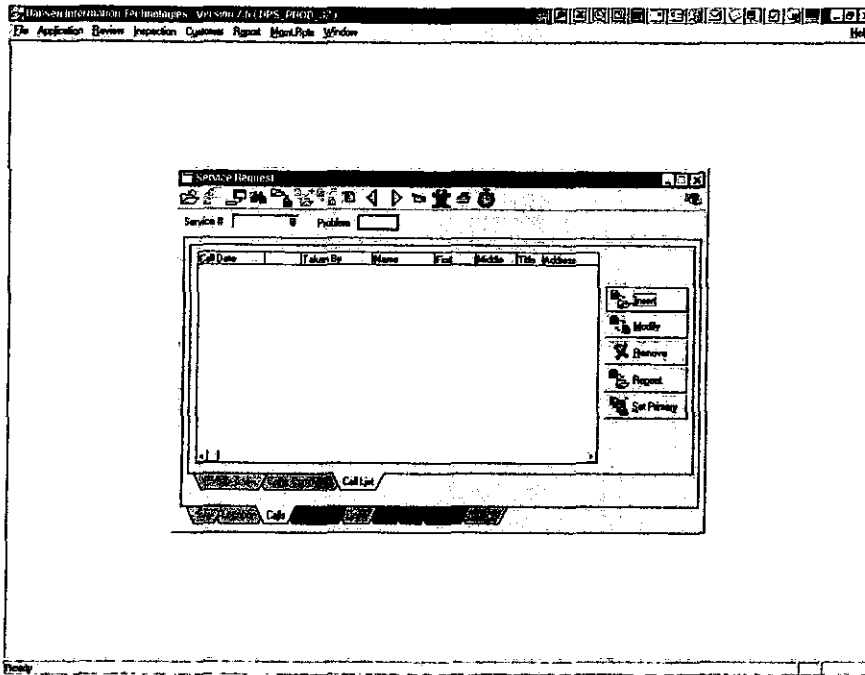
Click on the [ADD] icon to generate a Service Request Number



Write the service request number on the bottom of the *Complaint Form*.

Print (2) copies of the *Service Request*

- a. one goes to investigator
- b. one attached to the Blue copy of the *Complaint Form* for (PT's) records



*To **ADD** additional callers to the same *Service Request Number* Click on the *Call List* tab and Click on [INSERT]. Load the caller's complaint and press the [ADD] button to load.

ONLY CAN BE DONE IF INSPECTOR HAS NOT CLOSED COMPLAINT

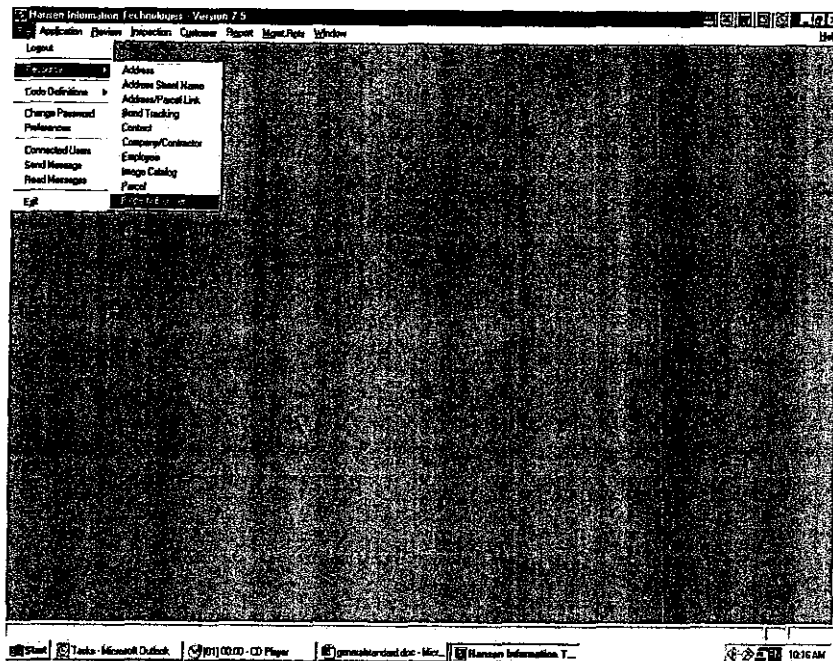
This completes loading information into the system.

PROPERTY BROWSER

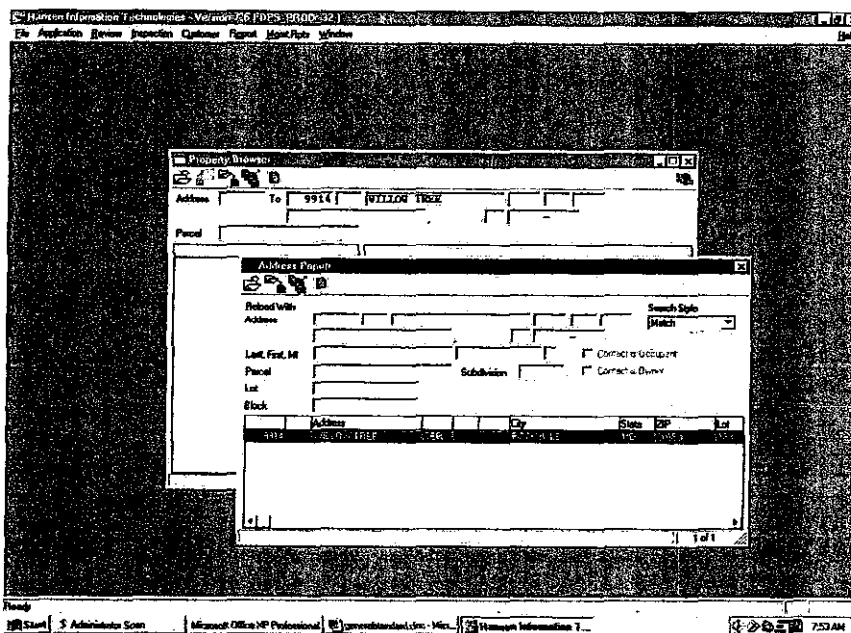
Click on [FILE]

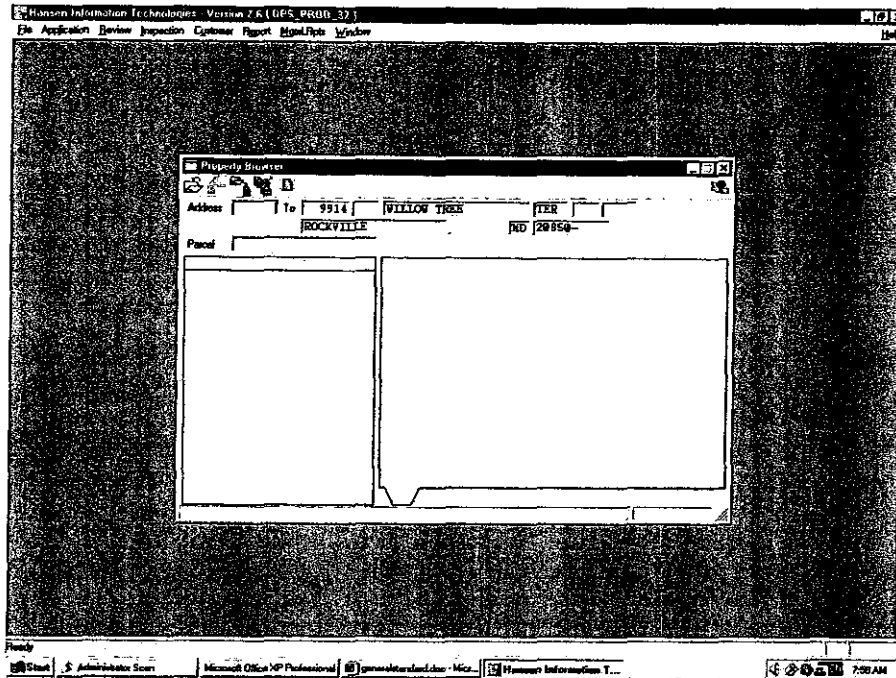
Click on [RESOURCES]

Click on [PROPERTY BROWSER]

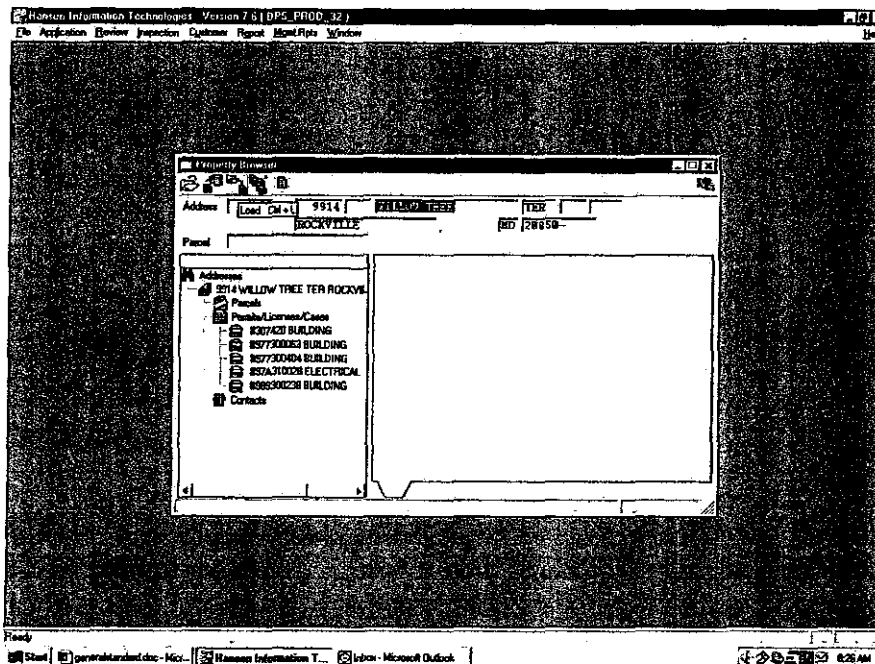


Field after [TO] type in the *Street Number* and *Street Address* [Left-Right-Click] to display *Address Popup*. Highlight the best choice and Double-Click to add entire address to the *Property Browser*. Double-Click on the address to have it go into the address field.





Click on [LOAD] icon. Double-Click on the *mailbox* and then Double-Click on *Permits/licenses/Cases*. Push the [PRINT SCREEN] button on the keyboard. Open a new document in *MS WORD* and click the Clipboard or *Paste* button.



Note: display of permits at that address will appear below permits/licenses/cases

PRINT PAGE

STATE ASSESSMENT

Open REAL PROPERTY DATA SEARCH at (http://sdatcert3.resiusa.org/rp_rewrite/index.asp)

Select MONTGOMERY COUNTY and method of search is STREET ADDRESS

NEXT SCREEN WILL IMMEDIATELY OPEN

Enter *Street Number* and *Street Name* Click Search

PRINT PAGE

Click on [VIEW MAP] on the top right of the screen

PRINT PAGE

Highlight subject property which is identified by a RED DOT

ORDER OF DOCUMENTS

1. Hansen Service Request Detail ~~Original (top sheet) of complaint form~~
2. Original (top sheet) of complaint form
3. Property Browser page
4. Real Property date search
5. Map of property

Stapled and placed into inspector's mailbox.

*Remember to call Sediment Control, Right-Of-Way and Well & Septic inspectors or investigator to make them aware of the complaint(s).

MC Department of Permitting Services

255 Rockville Pike, 2nd Floor
Rockville, MD 20850-4166
(240)777-6360 Fax (240)777-6361

Caller Log Detail**Report Date** 06/03/2003 10:35 AM**Submitted By**

Page 1

Service # 199910309
Problem RW3 D/W APPLICATION (COMPLETE AN APPLICATION)
Address 11 SCHINDLER CT
SILVER SPRING MD 20903-1329

Location

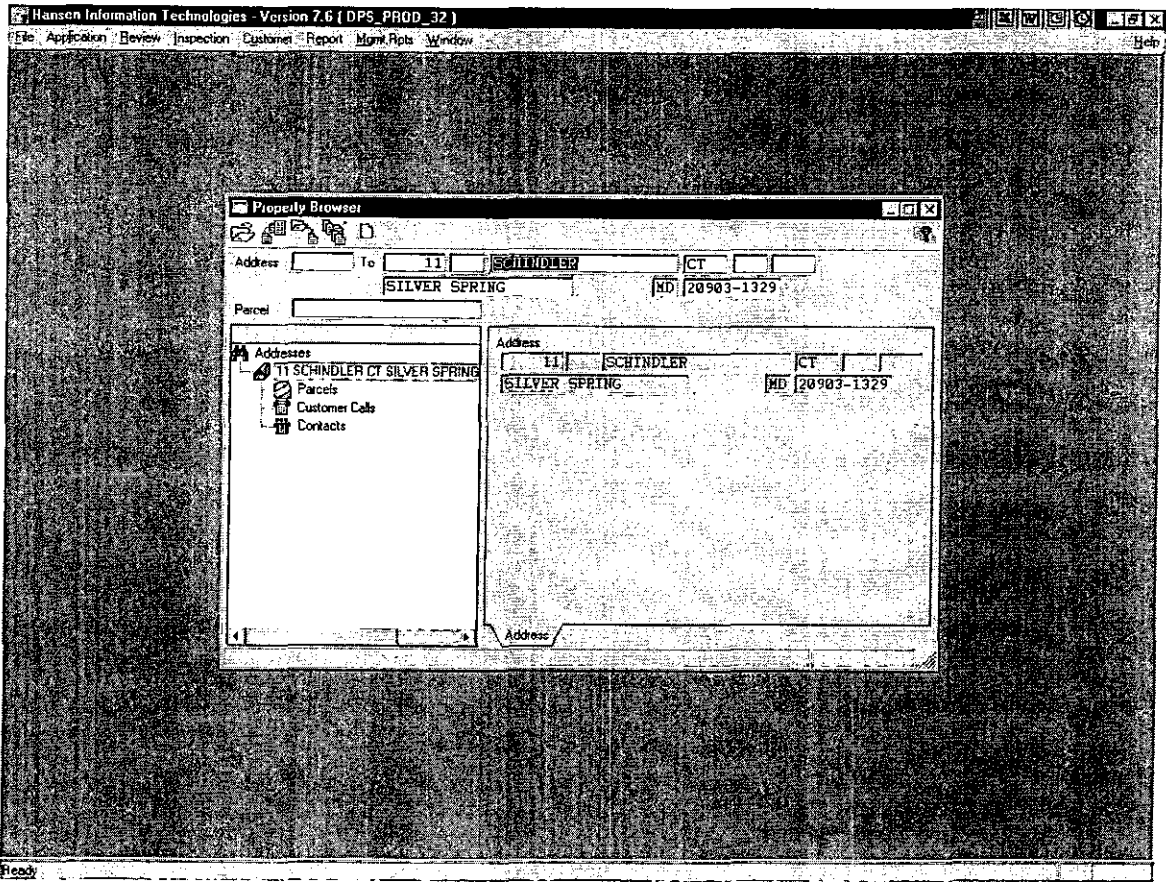
Area	District
Sub-Area	Parcel

# of Calls	1	Duration of Call	00:00	Call Date	05/22/2003 07:45
Template Type				A/P #	
Taken By	CARYC	CARY, CHRISTOPHER		Source	
Responsibility				Priority	
Scheduled Date					
Inspector	CARYC	CARY, CHRISTOPHER			
Due Date					
Avg Insp Duration		Service Request Progress		<input type="checkbox"/> Customer Contact Requested	
Avg Insp Days	0	Schedule By		Budget #	
Avg Insp Hrs	0	Start By		Map #	
Avg Insp Mins	0	Complete By		Project #	
		Resolve By			

Primary Caller**Title****Last Name** HOMEOWNER**First Name, MI** ,**Address****City, State/Province, ZIP/PC** , ,☐ **Foreign****Day Phone****Reference #****Evening Phone****Call Date** 05/22/2003 07:45**Call List**

There are no calls for this service number

Problem Comments requested site visit



Click here for a plain text ADA compliant screen.



Maryland Department of Assessments and Taxation
MONTGOMERY COUNTY
Real Property Data Search

[Go Back](#)
[View Map](#)
[New Search](#)

Account Identifier: District - 12 Account Number - 03356136

Owner Information

Owner Name: WINCHESTER HOMES INC Use: RESIDENTIAL
Principal Residence: NO
Mailing Address: 6905 ROCKLEDGE DR STE 800 Deed Reference: 1) /20914/ 509
BETHESDA MD 20817-1828 2)

Location & Structure Information

Premises Address 24223 HAWKINS LNDG Zoning RC Legal Description WOODFIELD ESTATES
GAITHERSBURG 20879

Map	Grid	Parcel	Sub District	Subdivision	Section	Block	Lot	Group	Plat No:	21968
GW12				29		F	4	80	Plat Ref:	

Special Tax Areas Town Ad Valorem Tax Class 42

Primary Structure Built	Enclosed Area	Property Land Area	County Use
0000		68,427.00 SF	910

Stories	Basement	Type	Exterior

Value Information

	Base Value	Value As Of 01/01/2001	Phase-in Assessments As Of 07/01/2002	As Of 07/01/2003
Land:	65,320	65,330		
Improvements:	0	0		
Total:	65,320	65,330	65,326	65,330
Preferential Land:	0	0	0	0

Transfer Information

Seller: IAQUINTA, LOUIS J & SUSAN L	Date: 04/10/2002	Price: \$3,146,000
Type: MULT ACCTS ARMS-LENGTH	Deed1: /20914/ 509	Deed2:
Seller: LDG INC	Date: 09/21/2001	Price: \$1,000,000
Type: MULT ACCTS ARMS-LENGTH	Deed1: /19709/ 147	Deed2:
Seller:	Date:	Price:
Type:	Deed1:	Deed2:

Exemption Information

Partial Exempt Assessments	Class	07/01/2002	07/01/2003
County	000	0	0
State	000	0	0
Municipal	000	0	0

Tax Exempt: NO
Exempt Class:

Special Tax Recapture:

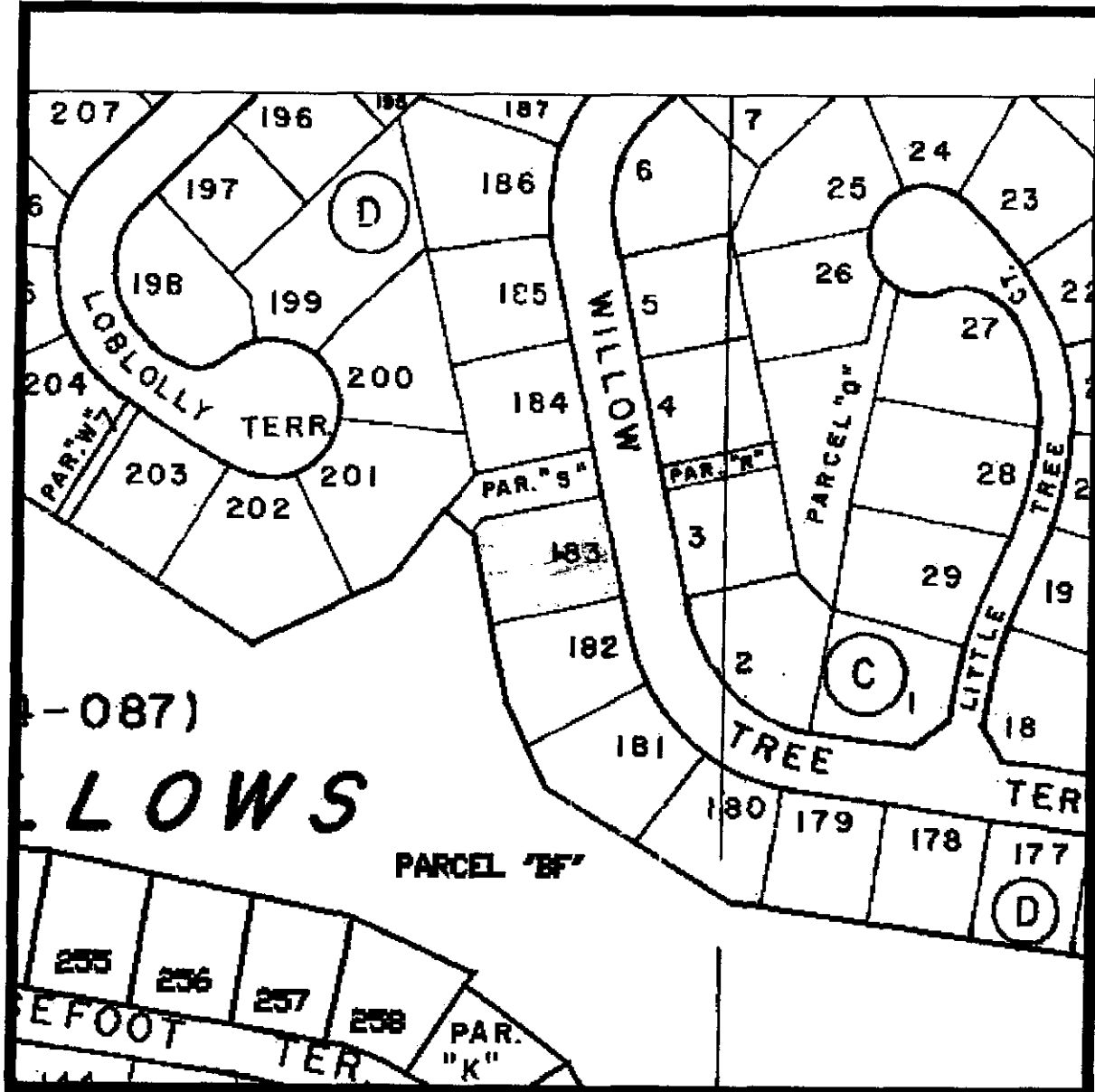
* NONE *



Maryland Department of Assessments and Taxation
MONTGOMERY COUNTY
 Real Property Data Search

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District - 04 Account Number - 03010665



Property maps provided courtesy of the Maryland Department of Planning ©2001.
 For more information on electronic mapping applications, visit the Maryland Department of Planning
 web site at www.mdp.state.md.us